

# Payroll Administrator FAQ

S A V E M O N E Y A N D R E T I R E T O M O R R O W

This reference guide provides responses to payroll administrators' most frequently asked questions about how to access and utilize the Great-West Retirement Services® (Great-West) Plan Service Center (PSC), the Internet-based application for administering the Massachusetts Deferred Compensation SMART Plan.

## Q: How do I log in to the PSC?

**A:** 1. Go to **www.mass-smart.com** > Plan Sponsor.

2. Enter your Username and password.

- If you do not have or cannot remember your Username and password, please call the Plan Sponsor Line at **(800) 695-4952** to speak with a Plan Service Center Representative.

3. Select from the drop-down menu or enter the Plan number you wish to access.

Plan Number:	Plan Name:
98966-01	Massachusetts Deferred Compensation SMART Plan
98966-02	Massachusetts Deferred Compensation SMART Plan – Mandatory OBRA
98966-03	Massachusetts Deferred Compensation SMART Plan – Voluntary OBRA



*Please note, you will have inquiry or view access only in the PSC.*

## Q: How will I be notified that a participant has made a change to his/her deferral amount?

**A:** Great-West will send participant deferral changes to the department's designated primary contact. Beginning on the first business day of each month, primary contacts will need to log in to the PSC to retrieve the deferral file for the prior month. Primary contacts will receive an auto-generated e-mail notifying them that the deferral file is available. The e-mail will also include instructions on how to access the deferral file through the PSC.

## Q: How do I verify or make changes to my department's primary contact?

**A:** To verify or change your department's primary contact, please e-mail Silas Shah in the Comptroller's Office at **Silas.Shah@MassMail.State.MA.US**.

All requests for changes, including requests to add contacts, must be approved by your department's payroll director. If you submit a change request, please provide the following information for the person you are requesting to designate as a primary contact, as well as the person (if any) you wish to remove as the primary contact:

- Department ID
- Contact Name
- E-mail Address
- Phone Number
- Location Code (optional)



**Q: Once logged in to the PSC, how do I download the deferral file?**

- A:** 1. From the Start Page, click the Manage My Report Requests option under Plan Notices.
- You can also access this report by selecting the Reports tab at the top of the page and then clicking Manage My Report Requests from the left-hand menu.
2. Expand the menus to locate the report on the list of available files and click View to display or download.
3. Save the file to a secure folder on your hard drive.
4. To open the file, double-click using Windows Explorer.

**Q: What do I do if I receive a participant's deferral change notice and that participant does not belong to my department?**

- A:** Contact the local SMART Plan office at **(877) 457-1900** (press option 2). A staff member will coordinate tracking down the proper department for the participant and update the system accordingly. Staff members are available Monday through Friday, 9:00 a.m. to 5:00 p.m. You may also send notification via e-mail at [smartpayrollinquiry@gwrs.com](mailto:smartpayrollinquiry@gwrs.com).

**Q: What is the terminated employee notification process?**

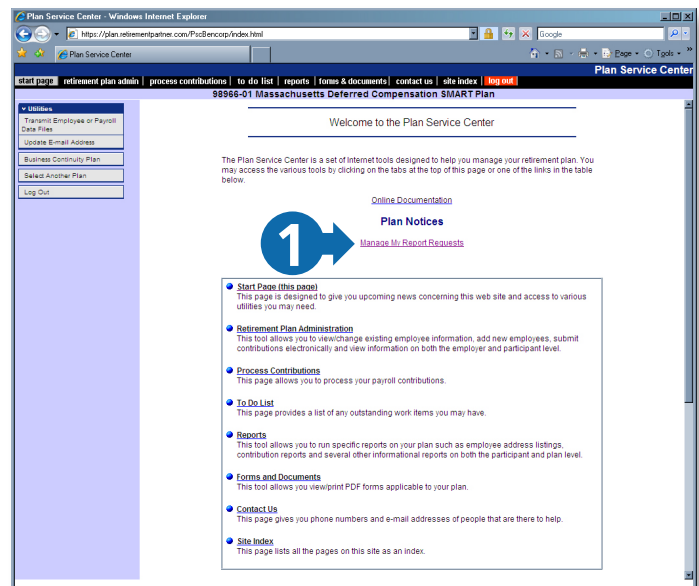
- A:** The Comptroller's Office forwards Great-West a biweekly termination file with all Commonwealth of Massachusetts employees. You are no longer responsible for submitting a weekly payroll termination notification form.

If a special circumstance arises where you need to notify Great-West of an employee termination, you may do so by faxing a notice of termination on department letterhead to **(866) 745-5766**. Please include the participant's name, Social Security number and termination date. *Please note, the fax line is secure and paperless. Only authorized users at Great-West have the ability to access it.*

**Q: Whom do I contact if I need further assistance?**

- A:** If you have any difficulties accessing or navigating the PSC, please call the Plan Sponsor Line at **(800) 695-4952** to speak with a Plan Service Center Representative.

If you have general questions about the SMART Plan or would like to set up a meeting for employees and participants, please contact your local representative by calling **(877) 457-1900** (press option 2) or go to [www.mass-smart.com](http://www.mass-smart.com) > Contact Us > Find Your Local Representative.<sup>2</sup>



<sup>1</sup> This reference guide is applicable to Commonwealth of Massachusetts payroll administrators using HR/CMS.

<sup>2</sup> Access to your SMART Plan Service Center and Web site may be limited or unavailable during periods of peak demand, market volatility, systems upgrades/maintenance or other reasons.

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